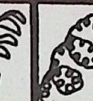
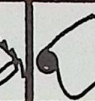
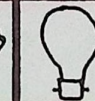
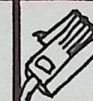
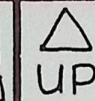
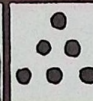




CHANNEL FOUR TELEVISION

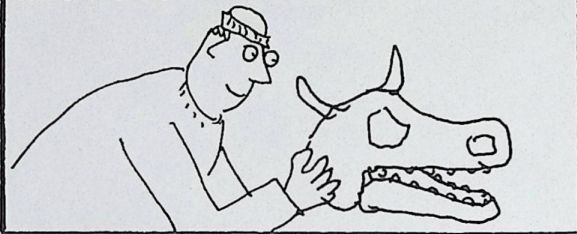
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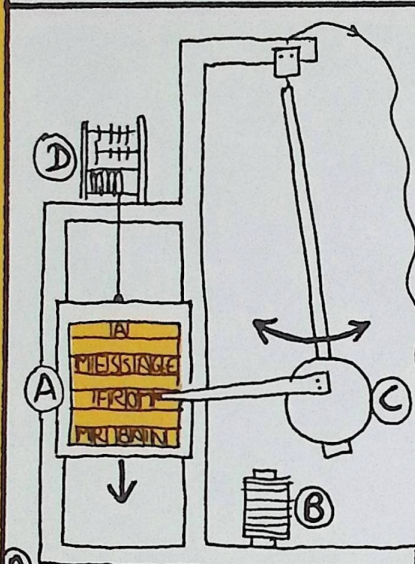
THE FAX MACHINE

MR BAIN

THE WORLD'S FIRST FAX MACHINE WAS PATENTED IN 1843, EXACTLY 150 YEARS AGO, BY ALEXANDER BAIN. HE CAME FROM A REMOTE CROFT IN CAITHNESS &, FOR HIS EARLY EXPERIMENTS, USED CATTLE JAW BONES FOR HINGES & HEATHER FOR SPRINGS. HIS FAX MACHINE WAS BASED ON AN ELECTRIC CLOCK, WHICH HE HAD ALSO INVENTED.



THE FIRST FAX MACHINE



MESSAGE TO BE FAXED ASSEMBLED OUT OF PRINTER'S TYPE, SO MOVING CONTACT TOUCHES RAISED TYPE.

ELECTROMAGNETS, SWITCHED BY ACCURATE CLOCKS, KEEP PENDULUMS MOVING.

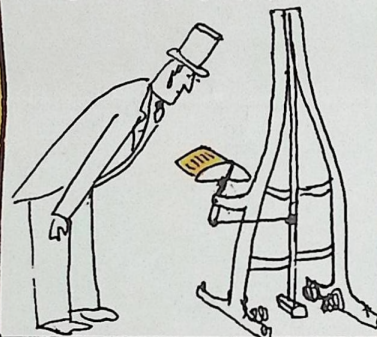
PENDULUMS MOVE CONTACTS BACK & FORTH ACROSS TYPE & PAPER.

MECHANISM TO MOVE PAGE DOWN A BIT AFTER EACH PENDULUM SWING.

PAPER IMPREGNATED WITH CHEMICAL WHICH TURNS BLACK WHEN ELECTRICITY PASSES THROUGH IT.

MR CASSELLI

BAIN NEVER DEVELOPED HIS FAX MACHINE, BUT HIS IDEA WAS PERFECTED BY A MR CASSELLI, WHO OPENED THE FIRST COMMERCIAL FAX SERVICE BETWEEN PARIS & LYON IN 1865. THE PACE OF BUSINESS WAS SO SLOW THAT THERE WERE NOT ENOUGH CUSTOMERS & IT CLOSED AFTER 5 YEARS.



JAPANESE CONFUSION

OFFICE FAX MACHINES FIRST BECAME POPULAR IN JAPAN BECAUSE THERE WAS AN URGENT NEED FOR THEM. PREVIOUSLY PEOPLE HAD TELEPRINTERS WHICH COULD NOT SEND MESSAGES IN JAPANESE BECAUSE THE WRITTEN LANGUAGE HAS TOO MANY CHARACTERS TO FIT ON A KEYBOARD. INSTEAD, MESSAGES WERE TRANSLATED & SENT IN ENGLISH, & RETRANSLATED AT THE RECEIVING END, LEADING TO ALL SORTS OF CONFUSIONS.



HANDSHAKE SIGNALS

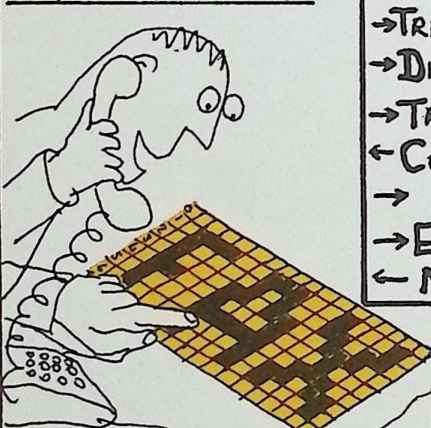
FAX MACHINES 'TALK' TO EACH OTHER BEFORE SENDING THE FAX. THE PROCEDURE IS SIMILAR TO STARTING A PHONE CONVERSATION.

FAX

PHONE

- ← CALLED SUBSCRIBER IDENTIFICATION - 'HALLO, REX HERE'
- ← DIGITAL IDENTIFICATION SIGNAL - 'CALLING FROM HOME'
- TRANSMITTING SUBSCRIBER IDENTIFICATION - 'HALLO, TIM HERE'
- DIGITAL COMMAND SIGNAL - 'CAN YOU UNDERSTAND ME IF I SPEAK THIS FAST?'
- TRAINING CHECK FORMAT - 'CHAT, CHAT, CHAT'
- ← CONFIRMATION FOR RECEPTION - 'YES, I CAN UNDERSTAND YOU, GO AHEAD'
- SEND FAX - 'CHAT, CHAT, ETC'
- END OF PROCEDURE - 'THAT'S ALL I'VE GOT TO SAY'
- ← MESSAGE CONFIRMATION - 'EVERYTHING UNDERSTOOD, BYE'

HOW TO BECOME A HUMAN FAX



- 1 DRAW PICTURE OR MESSAGE ON SQUARED MATHS PAPER
- 2 FILL IN ANY SQUARE THAT IS MORE THAN HALF BLACK & RUB OUT ANY THAT ARE MORE THAN HALF WHITE
- 3 RING A FRIEND & ASK HIM TO GET A BLANK BIT OF SQUARED PAPER
- 4 READ OFF THE COLOURS OF THE SQUARES, A LINE AT A TIME. (Eg. ONE WHITE, THREE BLACK, TWO WHITE, THREE BLACK). THE FRIEND WILL REPRODUCE YOUR MESSAGE. THIS IS EXACTLY WHAT HAPPENS IN A FAX MACHINE.

MAGNIFIED SQUARES

THE SQUARES ON A REAL FAX ARE SO SMALL THAT THEY'RE NOT USUALLY NOTICEABLE. HOWEVER, THEY SOMETIMES DO SHOW UP CLEARLY ON THE SMALL LETTERING AT THE TOP IDENTIFYING THE SENDER.



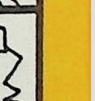
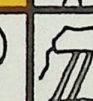
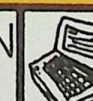
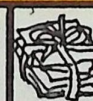
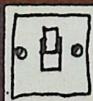
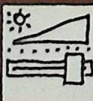
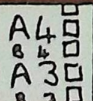
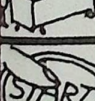
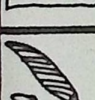
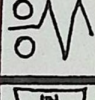
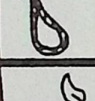
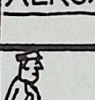
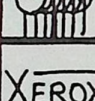
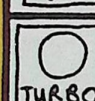
THERMAL PAPER

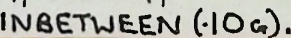
HOLD A BIT OF ORDINARY FAX PAPER NEAR AN ELECTRIC FIRE & IT WILL TURN BLACK. THE FAX PRINTER CONTAINS 1728 TINY ELECTRIC ELEMENTS THAT CAN HEAT UP & COOL DOWN VERY QUICKLY, BLACKENING TINY SQUARES OF THE PAPER AS IT PASSES.



STANDARDS

THE MAIN REASON FOR THE FAX MACHINE'S SUCCESS IS THAT EVERY COUNTRY IN THE WORLD USES THE SAME STANDARD, CALLED GROUP 3. GROUP 4 MACHINES, WHICH WORK FOUR TIMES FASTER, ARE ALREADY AVAILABLE BUT THEY CAN ONLY WORK WITH DIGITAL TELEPHONE EXCHANGES, AND SOME ENGINEERS BELIEVE THAT GROUP 3 STILL HAS GREAT POTENTIAL FOR IMPROVEMENT.

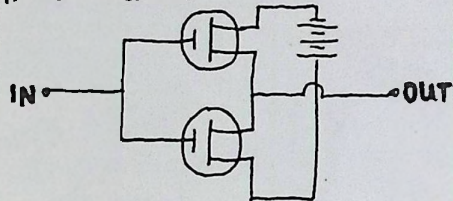




THE WORD PROCESSOR

THE SILICON CHIP

ALTHOUGH SILICON CHIPS ARE VERY COMPLICATED, THEY ARE ALL BUILT UP OF ONE SIMPLE BUILDING BLOCK: A TRANSISTOR SWITCH CALLED AN INVERTER. IT IS EITHER ON OR OFF, NEVER IN BETWEEN.



ON —————> OFF
OFF —————> ON

THOUSANDS OF THESE CIRCUITS,
OR GATES, TOGETHER WITH A MAZE
OF WIRES CONNECTING THEM
TOGETHER, ARE ETCHED INTO
EACH SILICON CHIP.

THE ASCII CODE

a: 0 0 0 0 0 0	j: 0 0 0 0 0 0	<u>AND CHEAPER.</u>
b: 0 0 0 0 0 0	ke 0 0 0 0 0 0	s: 0 0 0 0 0 0
c: 0 0 0 0 0 0	l: 0 0 0 0 0 0	t: 0 0 0 0 0 0
d: 0 0 0 0 0 0	me 0 0 0 0 0 0	u: 0 0 0 0 0 0
e: 0 0 0 0 0 0	no 0 0 0 0 0 0	v: 0 0 0 0 0 0
f: 0 0 0 0 0 0	o: 0 0 0 0 0 0	w: 0 0 0 0 0 0
ge 0 0 0 0 0 0	p: 0 0 0 0 0 0	x: 0 0 0 0 0 0
h: 0 0 0 0 0 0	q: 0 0 0 0 0 0	y: 0 0 0 0 0 0
i: 0 0 0 0 0 0	r: 0 0 0 0 0 0	z: 0 0 0 0 0 0

EVERYTHING THAT'S FED INTO A COMPUTER HAS TO BE CONVERTED TO THE ON/OFF LANGUAGE OF THE CHIPS. WORD PROCESSING USES A CODE CALLED ASCII. EACH LETTER OF THE ALPHABET HAS A DIFFERENT COMBINATION OF SEVEN ON OR OFF 'BITS'.

THE FIRST WORD PROCESSOR



THE NAME WORD PROCESSOR WAS INVENTED BY IBM. THEIR FIRST MACHINES WERE VERY DIFFICULT TO USE BECAUSE THEY HAD NO SCREEN. A DRAFT VERSION WAS TYPED AND STORED ON A MAGNETIC CARD. AFTER CORRECTING THE DRAFT IT COULD BE AUTOMATICALLY RETYPED, STOPPING WHEREVER A CHANGE WAS NEEDED.

RELIABILITY



THE LEAST RELIABLE PART OF MOST COMPUTERS IS THE PROGRAM. EACH VERSION OF A PROGRAM THAT APPEARS CONTAINS MORE FEATURES & IS MORE COMPLICATED. IT HAS BECOME ALMOST IMPOSSIBLE FOR PROGRAMMERS TO CHECK ALL THE POSSIBLE COMBINATIONS OF INSTRUCTIONS IN THEIR PROGRAMS.

THE MICROPROCESSOR CHIP



THE FIRST MICROPROCESSOR (COMPUTER ON A SINGLE CHIP) WAS MADE BY INTEL IN 1973, BUT THEY DID NOT APPRECIATE ITS IMPORTANCE. THEY HAD BEEN MAKING SPECIALISED CHIPS FOR CALCULATORS AND MADE THEIR MICROPROCESSOR SIMPLY TO REDUCE THEIR COSTS - SO ONE CHIP COULD BE USED FOR DIFFERENT TYPES OF CALCULATIONS.

SILICON REVOLUTION

THE SILICON CHIP WAS AN EXTRAORDINARY DISCOVERY BECAUSE IT SIMULTANEOUSLY IMPROVED EVERY ASPECT OF THE CIRCUITS IT INTEGRATED. IT MADE THEM SMALLER, FASTER, MORE RELIABLE, AND CHEAPER.



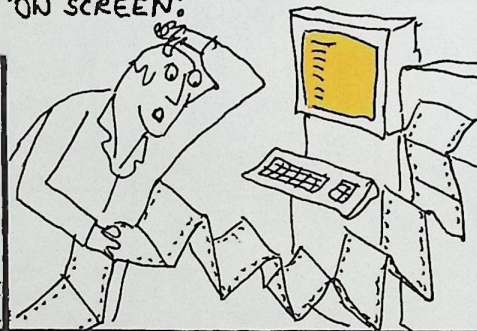
THE PROGRAM

COMPUTER PROGRAMS ARE STRINGS OF DIGITAL CODES WHICH PROVIDE THE INSTRUCTIONS OF WHAT TO DO WITH THE DIGITAL ASCII CODES OF THE DATA. WORD PROCESSOR PROGRAMS ARE USUALLY PERMANENTLY STORED ON THE HARD DISK AND APPEAR AS AN INTEGRAL PART OF THE MACHINE.

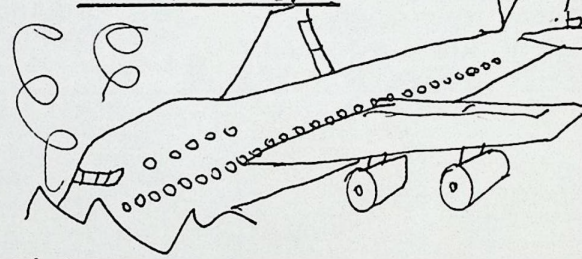


LINE EDITING

WORD PROCESSOR PROGRAMS STEMMED FROM AIDS FOR WRITING COMPUTER PROGRAMS CALLED LINE EDITORS INTRODUCED IN THE LATE 60S. THESE ALLOWED ENGINEERS TO TRY THEIR PROGRAMS OUT & EDIT THEM 'ON SCREEN'.

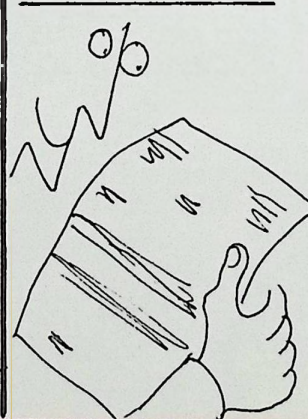


THE CRASH



THE SPEED AND ACCURACY OF A HARD DISK MAGNETIC HEAD IS INCREDIBLE - THE EQUIVALENT OF AJUMBO JET FLYING 2-3 METRES OVER THE GROUND WHILE COUNTING EVERY BLADE OF GRASS IT FLIES OVER. THE TERM 'COMPUTER CRASH' ORIGINALLY REFERRED TO THE MAGNETIC HEAD LITERALLY CRASHING INTO THE DISK.

PRINTERS



WHEN WORD PROCESSORS FIRST APPEARED, THERE WERE NO PRINTERS THAT COULD TAKE ORDINARY A4 PAPER. THE DAISY-WHEEL PRINTER WHICH FIRST APPEARED IN 1982, WAS THE MARKETING BREAK-THROUGH, FOR THE FIRST TIME ANYBODY COULD PRODUCE A PROFESSIONAL-LOOKING BUSINESS LETTER, PREVIOUSLY ONLY POSSIBLE FOR A HIGHLY SKILLED SECRETARY

THE ELECTRIC LIGHT

JOSEPH SWANN

A SCOTTISH CHEMIST CALLED JOSEPH SWANN TRIED PASSING ELECTRICITY THROUGH FINE WIRES (FILAMENTS) TO MAKE THEM GLOW WHITE HOT IN 1860. DESPITE ENCLOSING THEM IN BULBS & PUMPING OUT THE AIR, THEY QUICKLY BROKE OR BLACKENED & SWANN ABANDONED THE IDEA.



17 YEARS LATER, FINDING A BETTER VACUUM PUMP, HE TRIED AGAIN. WITH NO AIR LEFT INSIDE, THE FILAMENT LIGHTBULB BECAME A PRACTICAL PROPOSITION.

FILAMENT LIFE

AT 2500°C THE TUNGSTEN SLOWLY DETERIORATES & EVAPORATES, SO ORDINARY BULBS ONLY HAVE A 1000-HOUR LIFE. THICKER FILAMENTS AND EXTRA SUPPORTS EXTEND THEIR LIFE BUT REDUCE THEIR LIGHT OUTPUT, AS THEY INCREASE HEAT LOSSES.



THOMAS EDISON



THE AMERICAN INVENTOR THOMAS EDISON PATENTED THE LIGHT BULB IN 1880, & THEN SUED SWANN (WHO HADN'T APPLIED FOR PATENTS). HOWEVER, EDISON HAD MISSED ONE ESSENTIAL ASPECT (LIGHTING THE BULB WHILE THE AIR WAS BEING PUMPED OUT). THIS WAS QUICKLY PATENTED BY SWANN & THEY EVENTUALLY FORMED A JOINT COMPANY.

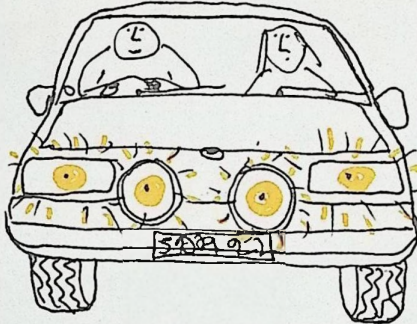
THE GLASS BULBS ARE MADE BY MACHINES THAT PRODUCE 1000 BULBS EVERY MINUTE

FROSTING LIGHT BULB GLASS REDUCES LIGHT OUTPUT BY 2%. WHITE COATINGS REDUCE OUTPUT BY 8%.

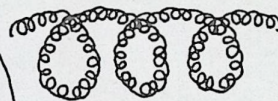
EVERY BULB HAS A FUSE INSIDE. IF THE FILAMENT SHORTS, THE FUSE PREVENTS THE BULB EXPLODING OR BLOWING A MAIN FUSE, BLACKING OUT OTHER NIGHTS.

DISCHARGE LIGHTS

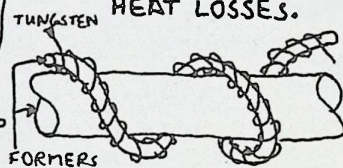
AT LOW PRESSURE ELECTRICITY CAN FLOW THROUGH A TUBE OF AIR, OR ANY OTHER GAS OR VAPOUR, CREATING A GLOWING DISCHARGE. THIS WAS DISCOVERED IN THE 1860s AND HAS FORMED THE BASIS OF FLUORESCENT, NEON & SODIUM STREET LIGHTS.



INSIDE A LIGHT BULB



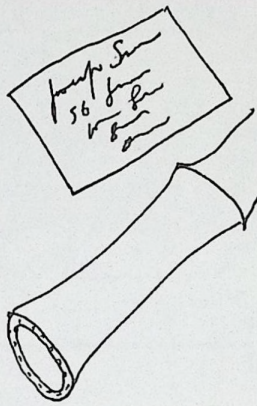
COILED COIL FILAMENTS, INTRODUCED IN 1931, INCREASED LIGHT OUTPUT BY 14%, BECAUSE THE MORE COMPACT LAYOUT REDUCED HEAT LOSSES.



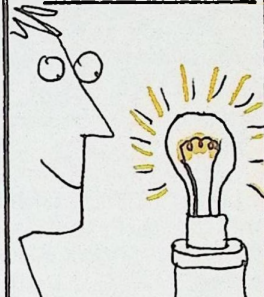
COILED COILS ARE MADE BY SPINNING THE TUNGSTEN ROUNDWIRE CORES THAT ARE DISSOLVED OUT BY ACID.

CARBON

THE FIRST LIGHT BULBS HAD FILAMENTS MADE OF CARBON, WHICH HAS A HIGHER MELTING POINT THAN ANY METAL. SWANN CARBONISED (BURNT WITHOUT AIR) HIS VISITING CARDS. EDISON USED SLIVERS OF BAMBOO. CARBON FILAMENT BULBS ARE STILL POPULAR IN GERMANY AS PORCH LIGHTS.



TUNGSTEN



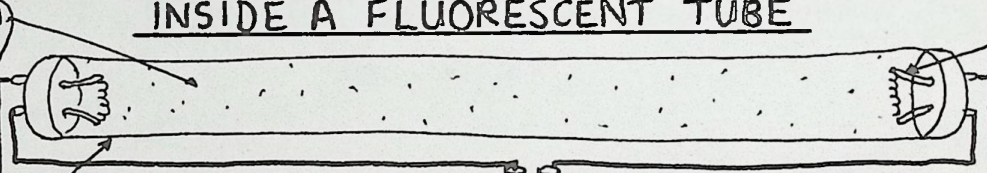
TUNGSTEN FILAMENTS WERE FIRST USED IN 1909. TUNGSTEN HAS THE HIGHEST MELTING POINT OF ANY METAL; ANY FILAMENTS CAN BE HEATED TO 2500°C, HOTTER THAN CARBON, GIVING OFF MORE LIGHT.

QUARTZ HALOGEN

QUARTZ HALOGEN BULBS HAVE TUNGSTEN FILAMENTS, BUT ARE FILLED WITH HALOGEN VAPOUR. THIS PREVENTS THE EVAPORATING TUNGSTEN SETTLING ON THE BULB SURFACE (WHICH HAS TO BE ABOVE 250°C, SO HOT PURE QUARTZ GLASS IS USED). THE TUNGSTEN REDEPOSITS ITSELF BACK ON THE FILAMENT. THIS MAKES IT LAST TWICE AS LONG & GIVE OUT TWICE AS MUCH LIGHT AS AN ORDINARY BULB.

INSIDE A FLUORESCENT TUBE

LOW PRESSURE ARGON & MERCURY VAPOUR INSIDE, WHICH GIVE OFF MOSTLY ULTRAVIOLET VIOLET LIGHT



FILAMENTS COATED WITH SUBSTANCES THAT ENCOURAGE ELECTRICITY TO FLOW WHEN HEATED.

COATING ON INSIDE OF GLASS, WHICH GLOWS (FLUORESCES) UNDER ULTRAVIOLET LIGHT.

STARTER SENDS ELECTRICITY TO HEAT ELEMENTS FOR A SECOND AND THEN SWITCHES OFF.

BALLAST SENDS HIGH VOLTAGE PULSE TO START. DISCHARGE WHEN STARTER SWITCHES OFF. IT ALSO PREVENTS TOO MUCH ELECTRICITY FLOWING THROUGH THE TUBE.

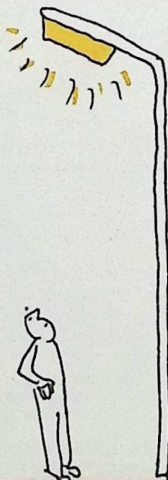
THE LUMILINE



THE FIRST FLUORESCENT LIGHT WENT ON SALE IN 1939. CALLED THE LUMILINE, MADE BY GENERAL ELECTRIC, IT PRODUCED A BRIGHT GREEN LIGHT AND WAS FIRST USED TO LIGHT A DINNER CELEBRATING THE CENTENARY OF THE US PATENT OFFICE.

EFFICIENCY

AN ORDINARY BULB ONLY GIVES OUT ABOUT 10% OF ITS ELECTRICITY AS LIGHT. THE REST IS WASTED AS HEAT. TUNGSTEN HALOGEN BULBS GIVE OUT ABOUT TWICE AS MUCH LIGHT, & FLUORESCENT TUBES TWICE AS MUCH AGAIN. SODIUM STREET LIGHTS ARE MORE EFFICIENT STILL.

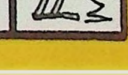
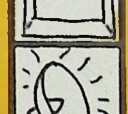
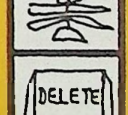
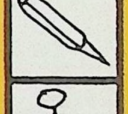
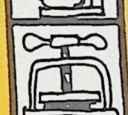
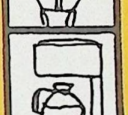
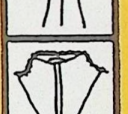
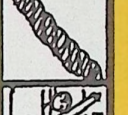
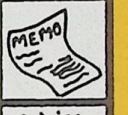
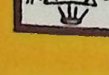
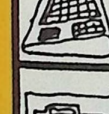
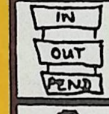
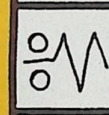
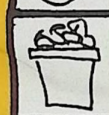
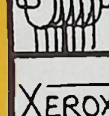
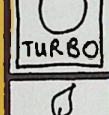
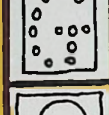


HOW TO MAKE A FLUORESCENT TUBE GLOW WITHOUT CONNECTING IT



SIMPLY RUB CELLOPHANE UP & DOWN TUBE IN A DARK ROOM. THE STATIC ELECTRICITY EXCITES THE FLUORESCENT COATING.

COPIERS ARE ALSO UNRELIABLE BECAUSE THE PROPERTIES OF PAPER VARY GREATLY. IT HOLDS A MILLION TIMES LESS CHARGE IN HOT, HUMID CONDITIONS THAN IN COLD, DRY ONES. IT ALSO SHRINKS, LIKE WOOD, AS IT DRIES OUT, & TENDS TO DISTORT & JAM UP INSIDE THE MACHINE.



THE OFFICE

DICKENSIAN CLERKS

TODAY, OVER 50% OF JOBS ARE IN OFFICES, BUT 150 YEARS AGO THE FIGURE WAS ONLY 1%, AND THE ONLY OFFICE WORKERS WERE 'DICKENSIAN CLERKS'. THEY HAD CONSIDERABLE STATUS AND FREEDOM TO ORGANISE THEIR WORK, & KEPT FINANCIAL LEDGERS, BUT THERE WERE NO FORMS, MEMOS, REPORTS ETC.



RED TAPE



THE TRADITIONAL METHOD OF FILING WAS TO TIE DOCUMENTS UP IN BUNDLES WITH RED COTTON TAPE. FINDING ANYTHING AGAIN WAS DIFFICULT, WHICH IS THE ORIGIN OF THE EXPRESSION 'LOST IN RED TAPE'.

PRINTED FORMS

RECENT RESEARCH IN AMERICA HAS TRACED THE INTRODUCTION OF PRINTED FORMS BACK TO A SERIES OF FATAL TRAIN CRASHES IN THE 1840s. THE FORMS, INTRODUCED TO FORMALISE THE MOVEMENT OF TRAINS TO INCREASE SAFETY, SOON SPREAD TO EVERY ASPECT OF THE RAILWAY COMPANIES' BUSINESS & THEN TO OTHER INDUSTRIES.

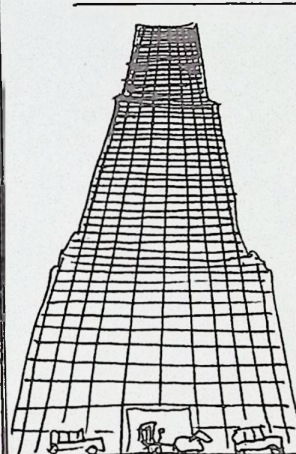


THE AMERICAN OFFICE



BY 1900, AMERICA WAS FIRMLY IN THE LEAD OF OFFICE PRACTICE. IT HAD INTRODUCED THE TELEPHONE AND TYPEWRITER IN THE 1870s, & SURPRISINGLY NOT UNTIL THE 1890s THE FILING CABINET.

THE OFFICE BLOCK



THE EXPANSION OF THE OFFICE IN AMERICA COINCIDED WITH THE INTRODUCTION OF STEEL-FRAMED CONSTRUCTION FOR BUILDINGS. THIS ENABLED OFFICE BLOCKS TO BE BUILT AT UNPRECEDENTED SPEEDS AND TO UNPRECEDENTED SIZES.

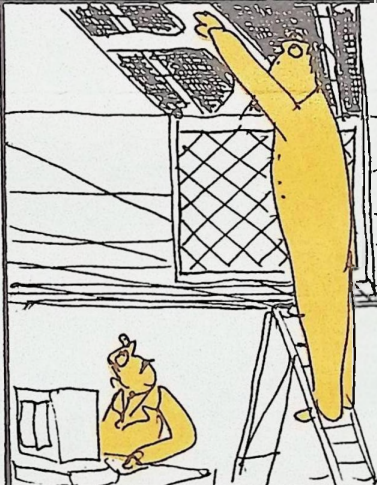
SCIENTIFIC MANAGEMENT

SOME OF THE FIRST IDEAS ABOUT ORGANISING A LARGE OFFICE CAME FROM A MOVEMENT CALLED SCIENTIFIC MANAGEMENT. TECHNIQUES INCLUDED TAKING TIME LAPSE PHOTOS OF OFFICE WORKERS WITH FLASHING LIGHT BULBS TIED TO THEIR HEADS & HANDS TO TRACE THEIR MOVEMENTS. THE IDEA WAS TO ELIMINATE 'WASTED MOTION' & FIND 'THE ONE BEST WAY' FOR EVERY JOB.



OFFICE LANDSCAPING

UNTIL THE 1960s, OFFICES HAD WOODEN FLOORS & SYMMETRICALLY ARRANGED 'GRIDS' OF DESKS. THE IDEA OF CARPETS, RANDOMLY ARRANGED DESKS, AND POTTED PLANTS CAME FROM GERMANY: IN PARTICULAR FROM THE SCHNELLE BROTHERS WHO RAN AN OFFICE FURNITURE COMPANY & PROMOTED THE IDEA OF 'BUREAULANDSCAP' OR OFFICE LANDSCAPING.



SUSPENDED CEILINGS

UNTIL THE 1950s, OFFICES HAD HIGH CEILINGS, & ALL THE DESKS CLOSE TO WINDOWS, FOR LIGHT & FRESH AIR. THIS CHANGED WITH THE INTRODUCTION OF FLUORESCENT LIGHTING & AIR CONDITIONING. THE INVENTION WHICH REALLY MADE THIS PRACTICAL (AND TRANSFORMED THE APPEARANCE OF THE OFFICE) WAS THE SUSPENDED CEILING, ALTHOUGH ARCHITECTURAL HISTORIANS REMAIN UNCERTAIN OF ITS EXACT ORIGINS.

NEW OFFICES

INFORMATION TECHNOLOGY CREATES NEW DEMANDS ON THE OFFICE BUILDING. EXTRA DUCTS ARE NEEDED TO CARRY THE WIRES CONNECTING THE COMPUTERS TOGETHER, NEW LIGHTING IS NEEDED TO ELIMINATE THE GLARE FROM THE SCREENS OF THE MONITORS & EXTRA COOLING IS NEEDED TO REMOVE THEIR HEAT. AN INFLUENTIAL REPORT IN 1982 SUGGESTED IT WAS CHEAPER TO PUT UP NEW OFFICES THAN TO MODIFY OLD ONES.



COMPLEXITY



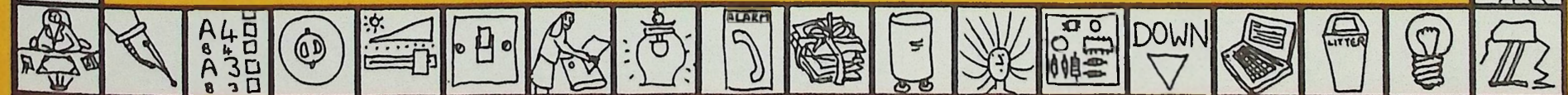
A MODERN OFFICE BLOCK IS VERY COMPLICATED - IN MANY WAYS MORE LIKE A SHIP THAN A BUILDING. 15% OF THE FLOOR AREA IS TAKEN UP BY MACHINERY: AIR CONDITIONING, BOILERS, SWITCHGEAR, WATER TANKS, FIRE ALARM SYSTEMS, WATER SPRINKLER PUMPS, SECURITY MONITORS, KITCHENS, TELEPHONE SYSTEMS, ETC ETC. THE BUILDING ALSO NEEDS A LARGE NUMBER OF PEOPLE TO KEEP IT GOING:

PRODUCTIVITY

DESPITE VAST INVESTMENTS IN OFFICE TECHNOLOGY IN THE LAST 20 YEARS, PREDICTIONS ABOUT PAPERLESS OFFICES & MASS REDUNDANCIES HAVE NOT MATERIALISED. RESEARCHERS HAVE FOUND VERY LITTLE EVIDENCE OF INCREASED PRODUCTIVITY. THIS IS PARTLY BECAUSE IT IS SO DIFFICULT TO MEASURE EXACTLY WHAT AN OFFICE DOES, AND PARTLY BECAUSE SO MANY OFFICE ACTIVITIES - READING, WRITING, TELEPHONING, THINKING, ETC - DEPEND PRINCIPALLY ON PEOPLE AND ARE UNAFFECTED BY TECHNOLOGY.



WINDOW CLEANERS, SECURITY GUARDS, OFFICE CLEANERS, GARDENERS, LIFT ENGINEERS, PEST CONTROL OFFICERS, CARPET CLEANERS, TELECOM ENGINEERS, POST ROOM STAFF, ABSEILLERS FOR CLEANING INACCESSIBLE WINDOWS, DRINK MACHINE FILLERS, PIGEON CONTROL OFFICER, WATER TREATMENT CHEMIST, AIR CONDITIONING ENGINEERS.



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VIDEOS OF ALL THREE SECRET LIFE OF... SERIES
ARE OBTAINABLE FROM TEAM VIDEO, CANALOT,
222 KENSAL RD, LONDON W10, 081 960 5536

THE BEST METHOD TO FIND OUT MORE IS TO START
EXPERIMENTING. TRY HEATING FAX PAPER,
STANDING ON WEIGHING SCALES IN A LIFT, OPENING
UP YOUR COMPUTER, BREAKING A LIGHT BULB TO LOOK
AT THE FILAMENT, STOPPING A COPIER IN THE MIDDLE
OF A CYCLE TO SEE THE IMAGE INSIDE, OR EVEN
TIMING AN OFFICE EXECUTIVE TO SEE HOW HE SPENDS
HIS DAY. EXPERIMENTS LIKE THESE ALWAYS
LEAD TO IDEAS FOR MORE EXPERIMENTS.
IT QUICKLY BECOMES ADDICTIVE.

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